**Reports To:** Clinical Operations Manager

**Primary Accountability:** Work under the direction and supervision of the Medical Operations Manager to support in the delivery of cost-effective, clinically competent, reliable healthcare in a safe, respectful manner that ensures patient respect and dignity.

The position will work with an interdisciplinary team that includes the patients, families, clinicians, nurses, medical assistants, behavioral health consultants, customer care representatives, and other support staff to provide high quality care within the model of the NCQA Patient Centered Medical Home (PCMH).

The Medical Assistant is an integral part of the patient care team in the Patient Centered Medical Home. As such the Medical Assistant has an active role in planning, managing and coordinating patient care at the individual patient level and at the panel (population) level.

**Primary Duties & Responsibilities:**

1. Performs administrative duties
   1. Acts as a liaison/partner with nurses in assigned clinical area to ensure efficient division of work, adjusting MA work assignments to meet surge demands
   2. Ensures the revenue cycle is error free by assuring accuracy of data entry and charge capture for assigned staff
   3. Responsible for the implementation of the clinical processes that assure regulations are met and quality care is provided
   4. Works closely with the Staffing Coordinator and other MA Supervisors to ensure staff levels are adequate and facilitate cross coverage as needed
   5. Works closely with Medical Office Manager to ensure smooth operations
2. Actively participates as a member of the Care Team
   1. Maintains clinical skills with intentional periods of coverage on the floor as a functioning MA in service of a provider and/or the care team, either in coverage of sick leave, vacations, or in regular rotation
   2. Maintains direct familiarity with key workflows and processes performed by medical assistants
   3. Effectively communicates verbally and electronically with other members of the Care Team regarding care of the patient
   4. Offers assistance to other MAs, nurses, and providers on the Care Team
   5. Responds to electronic messages from other Care Team members by the end of shift or the next day, if appropriate
   6. Provides interpretation in person and by phone as requested by the clinician or nurse
3. Actively participates in daily patient care (care management)
   1. Assists in obtaining new patient health history by providing the Health History Form to new patients and assisting patients to complete it as appropriate
   2. Updates patient status in regards to medication allergies, tobacco use, last menstrual period, history of abnormal pap tests, and severity of depression symptoms utilizing the PHQ9,as indicated by age, gender and condition
   3. Provides basic patient education/information regarding the recommendations for age, gender and disease-specific screenings
   4. Utilizes decision support tools and protocols to perform, refer or order age, gender and disease-specific screenings per clinic policy, including pediatric oral health exam, cancer screening; retinopathy (eye exams) and neuropathy screening (foot exams) for patients with diabetes; bone density screening; hearing screening; visual acuity screening; and depression screen
   5. Utilizes decision support tools and protocols to recommend age-and disease-appropriate vaccinations
   6. Accurately obtains and records height, weight, BMI, head circumference, blood pressure (including postural), pulse, temperature, oximetry, spirometry, and peak flow and other measurements as outlined in the MA rooming template
   7. Maintains competency in medication administration and record keeping
4. Actively participates in Patient follow-up (Care Coordination)
   1. Asks the patient about self-referrals, visits to the hospital or other health care professionals since their last clinic visit
   2. Communicates to the patient normal laboratory and diagnostic imaging results per established clinical protocols
   3. Using a protocol, makes phone calls to patients following an Emergency Department visit as required
   4. Makes phone calls and sends patient reminders as required
   5. Provides warm handoffs to referral coordinators, behavioral health consultants, and front office (CCRs) for follow-up
5. Accurately documents care
   1. Completes MA rooming template prior to the clinician entering the exam room
   2. Documents all patient care including procedures, medication administration (including vaccines) accurately and efficiently
6. Human Resources duties and responsibilities
   1. Participates in the development of recruitment and retention strategies
   2. Effectively supervises employees and provides constructive feedback
   3. Participates in interviewing and candidate selection process
   4. Coordinates new employee orientation and on boarding program under the guidance of the Clinical Operations Manager
   5. Assists the Clinical Operations Manager in the development and tracking of the MA training program as assigned
   6. Orients/mentors/trains new MAs and other support staff as assigned by the Clinical Operations Manager, acting as primary trainer of medical assistants in assigned area
   7. Maintains documentation and follows corrective action process in collaboration with Clinical Operations Manager
   8. Completes performance appraisal process per established policies in collaboration with Clinical Operations Manager
7. Strategic Planning duties and responsibilities
   1. Monitors and takes action to improve departmental scorecard as directed
   2. Continually strives to meet strategic goals
   3. Communicates strategic imperatives to team regularly at team meetings
   4. Effectively manages staffing to budgeted FTEs
8. Leadership duties and responsibilities
   1. Responsible for performance and accountability of all medical assistants in the assigned area in collaboration with Clinical Operations Manager
   2. Leads and monitors the pre-visit planning process for the assigned area
   3. Leads interdisciplinary team meetings in the assigned area
   4. Actively participates in leadership forum
      1. Assures staff is aware of strategic imperatives, organization goals, mission, vision and current projects
      2. Communicates effectively with patients and all levels of the organization in a professional and timely manner
      3. Ensures adherence to policies and procedures in assigned area and contributes feedback to the Clinical Operations Manager for updates as appropriate
      4. Seeks out educational opportunities, stays current with trends and implements appropriate changes within area of responsibility
9. Quality Improvement duties and responsibilities
   1. Submits unusual events and patient complaints within 24 hours as appropriate
   2. Utilizes the Plan, Do, Check/Study, Act (PDCA) cycle
   3. Reviews, investigates and responds to complaints within the allowed time frame
   4. Reviews, investigates and responds to unusual events within the allowed time frame
   5. Serves on the QUEST team as a core representative from assigned area
   6. Ensures quality control and safety practices are followed by staff in assigned area

**General Development:**

1. Requires more advanced organizational skills, in order to organize projects or the work of others
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances
4. Employees are able to effectively select from both established alternatives and to modify approaches in response to situations encountered
5. Work requires consideration of the impact of work product on other employees in the work process
6. Duties require analysis of information following established methods, not requiring the employees own opinions
7. This position requires the exercise of supervisory authority over the medical assistants

**Professional & Technical Knowledge:** Job duties require specific knowledge and training in medical assisting, typically acquired during completion of a (certificate or license program) in medical assisting with a duration of up to one year. Two years of Certified Medical Assistant experience required.

**Licenses and Certifications:** Must possess a current Medical Assistant Certification with the State of Washington

**Technical Skills:**

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Fully functional in the use of EMR with ability to train others.
4. Ability to use Microsoft Excel to create tables and analyze data
5. Ability to access and complete data entry in Kronos

**Communication Skills:**

1. Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others
2. Employees are responsible for the resolution of conflicts that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities or governmental authorities
3. Job duties require the compilation and analysis of information prepared in effective written form, including correspondence, reports, articles or other documentation
4. Duties involve convincing others to take actions, or to behave in a specific way.

**Work Environment:** Work is performed in an office environment within the clinic

**Additional Job Requirements:** Ability to read and speak Spanish is preferred

**Blood/Fluid Exposure Risk:** Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

**Typical Physical Demands:**

* Occasional lifting up to 20 pounds
* Frequent bending, walking, reaching and kneeling
* Good eyesight and vision for close work/computer screens
* Ability to communicate in person and on the phone
* Frequent use of the keyboard requiring manual dexterity
* Frequent writing requiring manual dexterity